Effective training is the foundation of a Personal Care Program. It is imperative that training provides the knowledge and skills that can improve competence and confidence and thereby improve the effectiveness of the care we deliver to those we serve.

In accordance with IDAPA 16.03.10.329.03 Provider Qualifications, all providers of homemaker services, respite care, adult day health, transportation, chore services, companion services, attendant care, adult residential care, and home delivered meals must meet, either by formal training or demonstrated competency, the training requirements contained in the provider training matrix and the standards for direct care staff and allowable tasks or activities in the Department's Aged and Disabled Waiver as approved by CMS.

The following are requirements/procedures regarding the implementation of the Provider Training Matrix and Standards:

General Description

The Provider Training Matrix is divided into six main categories.

- General
- Personal Care and Attendant Care
- Homemaker
- Non-Medical Transportation
- Chore Services
- Participant-Specific Endorsements

Each category identifies what core body of knowledge or skill level is expected, what limitations (if any), including specific endorsements, who can verify competency and by what method, and which type of provider is covered.

General

This category affects the majority of Aged and Disabled (A&D) and Personal Care Services (PCS) providers.

Personal Care and Attendant Care

This category affects direct care providers and requires an agency registered nurse (RN) to approve the curriculum and tests.

Homemaker

This category affects direct care providers for participants who have Instrumental Activities of Daily Living (IADL) needs and requires agency personnel to oversee tasks performed by caregiver.

Non-Medical Transportation

This category affects any provider giving transportation to an A&D participant. The caregiver cannot transport any other person except for the participant.

Chore Services

Chore Services are a separate service. Providers need to have the skills to perform the service and not have any restrictions identified on the PCS Health Screen and in Administrative Code.

Participant Specific Endorsements

Involves direct care providers for participants who have care needs that require specific training, delegation, and/or demonstration.

Requirements

Personal Assistance Agencies must develop policies and procedures to cover the following;

- The content of instruction must be approved by an agency RN and must comply with the minimum standards identified under the "Required Competencies and/or Demonstrated Skills" column of the Provider Training Matrix.
- The written examination required under an identified category, must be approved by an agency RN and at least ten percent of the content must be in a narrative response format.
- An agency RN will determine the minimum standards for a passing grade.
- All training curriculum and copies of written examinations will be maintained in an agency training manual and made available for Department review.
- Any completed written examinations can be maintained in an agency file.
- Any proof of completion for the Provider Training Matrix or Participant Specific Endorsement will be maintained in the employee's file.

Fiscal Intermediary (FI) and Self Direction Participant

- The agency RN/Personnel must approve any competency curriculum used for the General and Participant Specific Endorsements.
- The Agency and/or Participant are responsible for personal assistant training and documentation for Attendant Care/Homemaker and Participant Specific Endorsements (The Fiscal Intermediary-Participant Responsibilities form determines who is responsible for personal assistance training).
- The FI RN is responsible for verification of competency for Participant Specific Endorsements.

	Staff Authorized to	Type of Competency Required						
Focus Area: Required Competencies/ Demonstrated Skill	Determine Competency	Written Test	Return Demo	Verbal Demo	Experience/ Written			
GENERAL								
1. Communication Ability	Agency				х			
School records, GED, high school diploma, or demonstrated ability	Personnel							
2. Criminal History Check	Agency				X			
Proof of clearance by the Idaho Department of Health and Welfare Criminal History Unit	Personnel							
May not provide services until completes application; signed, notarized, and reviewed by employer for no disqualifying offenses								
3. Confidentiality & Participant Rights	Agency Personnel	Х						
Knowledge of the limitations regarding participant information including Advanced Directives, Physician Scope of Treatment (POST) or DNR status	i eisoiiilei							
Adheres to Health Insurance Portability and Accountability Act (HIPAA) and agency confidentiality guideline								
Documentation - Knows basic guidelines and fundamentals of documentation	RN, Agency Personnel	х		х				
Observation - Basic knowledge of and ability to identify participant's physical and mental factors along with usual daily routines Reporting - Knowledge of mandatory and incident reporting as well as role in reporting condition changes								
PERSONAL CARE AND ATTENDANT CARE Personal Care and Attendant Care Services are personal and medically oriented tasks dealing with the functional needs of the participant that accommodate the participant's needs for long-term maintenance, supportive care, or activities of daily living.								
1. Eating/Feeding	RN	Х						
For Feeding Tube or feeding complications see PARTICIPANT SPECIFIC ENDORSEMENTS 9 & 10								
Basic knowledge of fluid balance/hydration Strategies to ensure adequate nutritional/fluid intake								

	Staff					
Focus Area: Required Competencies/	Authorized to Determine	Type of Competency Required				
Demonstrated Skill	Competency	Written Test	Return Demo	Verbal Demo	Experience/ Written	
2. Toileting/Incontinence	RN	Х				
For participant with Catheters or Ostomies see PARTICIPANT SPECIFIC ENDORSEMENTS 3, 4, & 6						
Knowledge of elimination, terms, and problems with urinary and bowel function. Knowledge of proper cleansing procedure. Knowledge of toileting equipment/supplies including care, cleaning, and disposal						
3. Mobility/Transfer	RN, PT	Х	Х			
For mechanical lifts and maintenance exercises see PARTICIPANT SPECIFIC ENDORSEMENTS 1 & 2						
Knowledge of basic terminology and assistive devices including cane, walker, wheelchair and crutches. Knowledge of proper body mechanics and transfers: Bed to chair/commode, bed to wheelchair and back and participants with weak or paralyzed side						
Limitations of caregivers identified on Employee Health Screen						
4. Hygiene	RN	Х				
Diabetic or circulatory compromised/nail filing only						
5. Bathing	RN	Х				
6. Skin Care	RN	Х				
7. DRESSING:	RN	Х				
For compression hose, prosthetics and orthotics see PARTICIPANT SPECIFIC ENDORSEMENT 5						
Basic knowledge of dressing practices including putting on/off clothes, bras, etc. tying shoes						
8. Medications/Treatments	RN	Х				
For participant specific medications, oxygen therapy, inhalation equipment, or participant specific treatments see PARTICIPANT SPECIFIC ENDORSEMENTS 4, 6, 7, 8, 12 & 13						

	Staff Authorized to Determine Competency	Type of Competency Required				
Focus Area: Required Competencies/ Demonstrated Skill		Written Test	Return Demo	Verbal Demo	Experience/ Written	
Knowledge of program limitations in accordance with IDAPA 23.01.01 "Rules of the Board of Nursing"						
Participant or designee must be able to self-direct medication/treatment administration						
Knowledge of current standard of practice for participant specific treatment						
Limitation: No sterile treatments or procedures						
9. Infection Control	RN, Agency	Х				
Identifies ways infections are spread, proper hand washing techniques, and current accepted practice of infection control						
Gloves must be worn when handling anything warm, wet, and not yours						
HOMEMAKER Homemaker Services consist of performing for the participant, or assisting him with, or both, laundry, meal preparation, and other routine housekeeping.						
Meals Special Diets see PARTICIPANT	RN, Dietician	×				
SPECIFIC ENDORSEMENT 11						
 Planning- Basic nutrition - sources and function Purchasing - Healthy diet basics - using a food pyramid Preparation - Basic menu planning for special dietary requirements 						
Storage and Handling Understanding labels, seasonal foods, and purchasing on a fixed income. Safe food storage and handling						
2. Finances	Agency Personnel	Х				
Demonstrates ability to add, subtract, and accurately report client directed expenditures						
Caregivers will not be involved in Participants financial affairs						
3. Shopping	Agency	Х				

	Staff Authorized to Determine Competency	Type of Competency Required				
Focus Area: Required Competencies/ Demonstrated Skill		Written Test	Return Demo	Verbal Demo	Experience/ Written	
Basic knowledge in helping participants on fixed incomes meet nutritional and personal needs	Personnel					
Service is only for authorized participant						
4. Laundry Knowledge of accepted practice in laundry procedures including minor clothing repair, following label and washing machine instructions, folding and putting away Service is only for authorized participant	Agency Personnel	Х				
5. Housework Knows generally accepted practice for maintaining kitchen, bedroom, and other rooms used by participant in clean and safe condition Limited to rooms or areas used by participant only	Agency Personnel	Х				
NON-MEDICAL TRANSPORTATION Non-Medical Transportation Services are so resources. They are in addition to the medical transportation to the medical transportation and the medical transportation and the medical transport	ervices that enable cal transportation in	a participant to gain	access to waiver ar ledicaid Basic Plan	nd other community s Benefits" and will no	services and ot replace it.	
Valid Driver's License Proof of current valid Driver's license and expiration date	Agency Personnel				X	
Liability Insurance Proof of liability insurance that meets current Idaho requirements and expiration date	Agency Personnel				X	
Safe Driving Record Verification obtained from Driver's License Bureau	Agency Personnel				Х	
Safe Vehicle Self-declaration regarding vehicle condition	Agency Personnel				Х	
No unresolved citation for deficient equipment						

Focus Area: Required Competencies/ Demonstrated Skill	Staff Authorized to Determine Competency	Type of Competency Required						
			Type of Compe	tericy Required	Experience/			
	Joinpetericy	Written Test	Return Demo	Verbal Demo	Written			
CHORE SERVICES Chore Services are services to maintain the functional use of the home or to provide a clean, sanitary, and safe environment. Chore services include services such as yard maintenance, minor home repair, and chopping wood.								
Minor Home Maintenance	Agency				X			
Evidence of formal training, education, or previous employee/supervisor reference	Personnel							
Identified and authorized by Medicaid								
Limitations per Administrative Code								
Minor Home Repair	Agency Personnel				Х			
Basic knowledge and ability to use tools or equipment to complete specific tasks								
Safety Equipment Installation Reads and follows manufacturer's instructions and recommendations	Agency Personnel				Х			
Heavy Housework Limitations noted on Health Screen	RN Review of Health Screen				Х			
PARTICIPANT SPECIFIC ENDORSEMEN	тs							
1. Maintenance Exercises	PT, OT, RN		X					
Formal program established by a PT, RN, or Physician	7 7, 61, 144		^					
Passive ROM could be established by RN								
Delegated by a Licensed Professional								
2. Mechanical Lift	PT, RN		Х					
Knows current standard of safe practice for mechanical transfers								
Delegated by a Licensed Professional								
3. Catheter Care	RN		Х					
Knows current standard of practice for routine care procedure of indwelling catheter								
No sterile catheterization No sterile irrigation								
4. Bowel Care	RN		Х					

	Staff Authorized to Determine Competency	Type of Competency Required				
Focus Area: Required Competencies/ Demonstrated Skill		Written Test	Return Demo	Verbal Demo	Experience/ Written	
Knows current standard of practice for routine bowel program						
5. Dressing Current standard of practice in applying compression hose, prosthetics and orthotics	RN, PT, OT, Orthotics expert		×			
Established prosthetics						
6. Ostomy Care Knows current standard of practice for routine care procedure of participant ostomy Well established ostomy site and	RN		X			
routine						
7. Oxygen Therapy	RN, RT	Х	Х			
Knows generally accepted practice when dealing with oxygen supplies and equipment						
Flow meter setting as prescribed by physician only						
8. Inhalation Equipment	RN, RT		Х			
Knows generally accepted practice in care of nebulizers or other inhalation equipment						
9. Gastrostomy Tube Feeding	RN		Х			
Knows current accepted procedure for gastrostomy tube feedings. Knows current accepted procedure for care of gastrostomy site and tube Monthly performance evaluations by						
RN. Medications via G-Tube may only be given if authorized by RN						
10. Feeding Complications Knows current accepted practices when dealing with a participant with specialized feeding needs (i.e. difficulty swallowing, frequent aspiration, set-up, and specialized equipment)	RN, RD, ST, OT		х	Х		
11. Special Diets	RN, RD			Х		

	Staff Authorized to Determine Competency	Type of Competency Required				
Focus Area: Required Competencies/ Demonstrated Skill		Written Test	Return Demo	Verbal Demo	Experience/ Written	
Knows generally accepted practice for special dietary needs						
12. Medication Assistance	RN	Х		Х		
Completed an Idaho Board of Nursing approved Medication Assistance Certification Course or Department approved course to assist with medications in a Certified Family Home or Residential Assisted Living Facility						
In-home settings:						
Assisting the participant with physician- ordered medications that are ordinarily self-administered in accordance with IDAPA 23.01.01 "Rules of the Board of Nursing"						
13. Treatments	RN		Х	Х		
Knows current accepted and prescribed procedure						
Monthly performance evaluations by RN						
14. Supervision	RN, SW			Х		
Psychological or Social Disorders: General knowledge of major mental illness, behaviors, interventions and medication side effects						
15. Cognitive Impairments	RN, SW	Х				
Knowledge of cognitive impairments, care needs, and techniques when working with cognitively impaired individuals						
Department approved course for people with a developmental disability						
16. Psychological or Social Disorders General knowledge of mental illness/behaviors and basic interventions for Alzheimer's, dementia, depression, and generalized anxiety	RN, SW	Х				